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CCFA TROUBLESHOOTING: Provider can only see/enter attendance for some of the children who attend services

# Provider can only see/enter attendance for some of the children who attend services



- **First ensure that the placements are created and active for the children in question, for the provider in question.**
  - If the placements look good and active, then, search for the Provider
- **Make sure that there are not duplicate records for the Provider**
  - Below, you see 3 duplicate Providers each with placements
  - All Placements and CCFA users need to be associated with the correct Provider.
  - In the following example the correct provider has the Program Number
  - Submit a Work Order to the Help Desk to have the duplicates deleted

ADVANCED PROVIDER SEARCH

Search Criteria

Search Result

If you need to enter a new provider not licensed by EEC, click here to [Add Provider](#)

Show  entries

Filter by: Too

Name	Add	City	Lead CCRR	Provider Type	Program Number	Active Agreement	Licensing Agency	License Status	# of Active Placements
<a href="#">STEPPING STONES TOO</a>		4978 FALMOUTH RD RTE. 28	Cotuit	Child Care Network	CBC				1
<a href="#">Stepping Stones Too Child Care Center</a>		4978 Falmouth Road	Cotuit	Child Care Network	CBC 8028235				22
<a href="#">Stepping Stones Too Child Care Center</a>		4978 Falmouth Road	Cotuit	Child Care Network	CBC				2

# Training Materials and Questions



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- Check our website for updates and available recordings  
[www.mass.gov/eec/ccfa/training](http://www.mass.gov/eec/ccfa/training)
  - Please email your questions to  
[CCFATraining@massmail.state.ma.us](mailto:CCFATraining@massmail.state.ma.us)